

REMARKS

Applicants gratefully acknowledge that the Request for Continuing Examination was granted, the finality of the previous rejection withdrawn, and the Revised Preliminary Amendment filed on December 15, 2006 was entered.

The Office Action Summary states that claims 1, 4-10, and 33-35 are pending. However, the Action also addresses claims 36-39 (para. 14, page 5) which include subject matter believed to be allowable, but are now rejected in view of the new ground of rejection, under 35 USC 103(a) where the previous Motoyama et al. U.S. Patent No. 6,631,247 ("Motoyama") is combined with a new reference, U.S. Patent No. 5,414,494 to Aikens et al. ("Aikens").

The present invention has the following features (1) and (2):

- (1) Device information collected as information about a device is transmitted as attached data of an e-mail from the device to a managing device, either regularly, or when the device is in a predetermined state; and
- (2) Among the information about the device, information is present to be attached to an e-mail in the form of attached data. When the information about the device is reported to a destination, information is prepared in such a manner that the information about the device is classified into mail data and attached data.

The specification describes a system where a part of the information about the device is set (selected) in advance as information that is to be transmitted to the destination. The device organizes, as information, the content that is to be notified by e-mail, and then transmits (notifies) the information to the destination, either regularly, or when the device is in a predetermined state.

Applicants respectfully traverse the rejection of claims 1, 4-10, and 33-39 under 35 USC 103(a) as obvious over Motoyama in view of Aikens (claims 1, 4-10, 33, and 36-39) as well as the rejection of claims 34 and 35 under 35 USC 103(a) further in view of U.S. Patent No. 6,654,740 to Wong et al. (claim 34) and Official Notice (claim 35).

As has been discussed in other responses of record, although Motoyama describes that information about a device is classified into urgent messages and non-urgent messages and then transmitted (notified) to a management center by e-mail, Motoyama fails to describe a "selecting section" for the device to select (set) information that is to be attached to an e-mail which is transmitted to a managing device.

The newly cited reference Aikens describes apparatus and a method where error information about a device is managed, and a notification is arranged to be sent to a predetermined destination (maintenance service station) under a specific condition or at a point of time where a predetermined number of pieces of error information is counted (the threshold value at which notification is made may be optionally set).

According to Aikens, notification is given to the destination under a specific condition, or when the threshold value is reached. Aikens describes "means for presetting the threshold value and destination." But this is not the presently claimed feature of pre-selecting an item that is to be notified.

Further with respect to Aikens, Applicants note that at Col. 5, lines 9-32, Aikens explains operation of its system as follows:

In the case of most crashes, recovery is made either automatically or through the intervention of the operator, and machine 30 continues to operate normally. However, it is desirable to provide a record of the machine state at the time of the crash for use in diagnosing or servicing the machine. This is done either at the machine or transmitted remotely to a host machine.

On each software crash, a snapshot is in effect taken of certain predetermined events (termed crash data) in the machine at the time the crash occurs. These events may, for example, consist of an image of each of the operating software (OS) memory maps illustrated as OS memory 173 and boot

ROMS 179 and an image of NVM 167. Preferably, a snapshot of the current event data in the buffer of RAM 155 is included. The block of crash data obtained is fitted into one of a number of memory areas reserved for crash files in a crash logger file 171. Crash logger file 171 is a circular queue of crash files with the crash data from each succeeding crash written to the crash files in sequence.

As is clear from this description, a record of the machine state is done on each software crash by taking a snapshot of certain predetermined events in the machine at the time the crash occurs.

In other words, according to Aikens, a record of the machine state is not done unless a software crash occurs. In the present invention, this would mean that no machine state will be transmitted remotely to a host machine.

Further, according to Aikens, a record of the machine state is done by taking a snapshot of certain predetermined events in the machine. It is therefore reasonable to understand that the events of which a snapshot is taken are fixed. In other words, a reasonable understanding of Aikens is that no selection of events is done in Aikens. Therefore it does not teach or suggest the "information selecting section" and its operation at the target device, as claimed herein.

In addition, Applicants do not find in Aikens a teaching or suggestion that 1) the events are data in a format different from the standard format of electric mail systems and are not viewed by means of generally-used mailers, and 2) the events are data obtained through conversion by a dedicated program -- Applicants' claimed information selecting section.

In contrast to Aiken, the invention of claim 1 of the subject application includes: an information selecting section for selecting which of the collected data information is to be converted into mail data and which of the collected device information is to be converted into attached data; and a transmission processing section that converts the collected device information into attached data or mail data, in accordance with the selection performed by the information selection section, and

transmits an electric mail containing both attached data and mailed data to said managing device.

The second paragraph on page 39 of the specification describes that the attached data of the present invention is not limited to a state of use and a state of trouble, but rather it may be any information. Further, the fourth paragraph on page 7 of the specification describes that the attached data is in a format different from the standard format of electric mail systems and are not viewed by means of generally-used mailers. Furthermore, the first paragraph on page 37 of the specification states that the attached data are data obtained through conversion by a dedicated program. Unlike Aikens, device information of the present invention containing such attached data is not limited to predetermined events, and collection of device information is not limited to the time a software crash occurs.

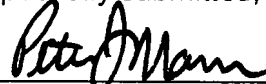
For at least these reasons, Applicants therefore urge that Aikens neither teaches nor suggests selecting of device information as recited in claim 1 or any of claims 4-10, 33, and 36-39 of the subject application, and that the combination of Aikens and Motoyama does not overcome these deficiencies of Aikens, or vice versa. the deficiencies of Motoyama are noted in other responses of record, and implicitly acknowledged by the Examiner in the reliance on new art in the present Action to combine with Motoyama.

Wong and Official Notice may disclose isolated features of dependent claims, but they do not overcome the deficiencies of Motoyama and Aikens, whether taken alone or in combination.

In view of the above amendment, applicant believes the pending application is in condition for allowance.

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Respectfully submitted,

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